



TITLE: Complaints	SPONSOR: Director, Risk management & legal services
Date Issued: December 4, 2014 Last Reviewed: January 9, 2019	Date To Be Reviewed: September 2021
Distribution: All staff	Issuing Authority: President & CEO

PREAMBLE/BACKGROUND

The QEI Foundation is a registered charity committed to the highest standards of personal and professional conduct. From time to time the Foundation’s external stakeholders, including but not limited to donors and volunteers, may have concerns or complaints related to the Foundation. The Foundation believes in public stakeholders having the right to voice these concerns and complaints, and that the process for resolving those concerns/complaints shall be timely, fair, and respectful.

DEFINITIONS

- A “Complaint” is a direct expression of dissatisfaction to the Foundation office or to a Foundation employee or Trustee, from any individual external to the Foundation, regarding the services, actions, or inactions of the Foundation as an organization or anyone acting on behalf of the Foundation.
- “External to the Foundation” means any person who is not a paid employee, consultant, service provider of the Foundation, and is not a Trustee of the Foundation.

GUIDING PRINCIPLES AND VALUES

- All individuals who lodge a complaint are valued.
- This policy applies to individuals external to the Foundation.
- A complaint is an opportunity for organizational improvement.
- The resolution of complaints shall be timely and efficient.
- The review of complaints shall be fair, impartial, transparent, and respectful to all those involved in the complaint.

POLICY

1. The Foundation shall respond to all complaints received via email, phone, mail or in person, and make every reasonable effort to investigate as soon as possible so long as the following

information is provided: name, contact information, and appropriate detail of the concern/complaint to demonstrate good faith.

2. Anonymously submitted comments and negative social media commentary are not considered complaints under this policy.
3. All concerns/complaints are treated as confidential and shall remain between the relevant Foundation representative and the complainant.
4. All complaints shall be immediately acknowledged as received and that they will be addressed by the staff member most appropriate to the situation.

PROCEDURE

1. Complaints which arrive via info@qe2foundation.ca shall be:
 - a. Directed to a Communications Officer. A Communications Officer may respond to the complaint if they are able or may direct it to another more relevant Director for response and resolution.
 - b. In some situations the complaint shall be directed to the President/CEO for a joint response with the Director, Communications and any other relevant Director.
2. Complaints which arrive by mail, in person or by telephone shall be:
 - a. Resolved by the person who receives the complaint, if possible;
 - b. Directed to the relevant Director for resolution should the person who received the complaint be unable to provide resolution;
 - c. Where appropriate in the opinion of that Director, the complaint shall be directed to the President/CEO for resolution.
3. Every complaint which arrives at the Foundation shall be logged in Raiser's Edge, coded appropriately in the action field, and sufficient detail in the notation for the substance of the complaint to be understood. It is the responsibility of the person who resolved the complaint to ensure it is appropriately recorded in Raiser's Edge.
4. Raiser's Edge reports will be run annually and will form the basis of the annual Complaints Report to the Board of Trustees.
5. The form at Appendix "A" provides a guideline on what information may be relevant when taking a complaint.
6. When receiving a verbal complaint, staff should listen and seek to understand the complaint, and may attempt to resolve it expeditiously. Such complaints should be acknowledged in writing immediately by whoever is tasked with resolution.
7. Where an anonymous comment is received, or a negative comment on social media is brought to the Foundation's attention, it may be appropriate, at the discretion of the VP Communications, to:
 - a. Discuss the comment internally with a view to organizational improvement, or
 - b. Attempt to contact the person who made the comment to ascertain whether they want their complaint recorded, and whether it can be resolved.
8. When a Director is informed of a complaint they shall respond via email, telephone, letter, or some combination thereof within two (2) business days.
9. When the complaint cannot be or is not resolved despite the Director's best efforts the matter shall be forwarded to the President & CEO.
10. Where a complaint:
 - a. Includes allegations of against the CEO or any VP, or

- b. Includes allegations of fraud, unethical fundraising behaviour, illegal behaviour, or libelous behaviour against any staff member or volunteer, or
- c. Is made by any person employed or contracted by the Nova Scotia Health Authority,

The Complaint shall be reported to the Board Chair within one (1) business day of receipt and the Board Chair may, at his/her sole discretion, direct how the complaint shall be addressed.

RELATED FOUNDATION DOCUMENTS

Complaints register

REFERENCES

HISTORICAL DATES

Reviewed- May 2015

Amended – January 2019 – removal of paper forms, clarification of social media comments, addition of reporting to Board Chair.



Complaint Intake Worksheet

Name of Complainant: _____ or Anonymous

Date Complaint was filed: _____

Description of Complaint:

- Individual Service Monetary Handling Organizational Other

Additional Comments: _____

Who Received the Complaint: _____

If the complaint was transferred for resolution, who handled resolution of the complaint?

Section below to be completed by handler of the complaint:

Planned Steps taken to resolve the Complaint:

- 1.
2.
3.
4.
5.

Expected time Frame for Resolution: Current Date to End Date

Actual time to Resolution: Current Date to End Date

Description of Final Resolution:

Raisers Edge Account updated/created (where complainant's name is known)

Upon completion please forward form (electronically to the Board Liaison Officer or their designate